



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SOCIAL WORKER SUPERVISOR

Class No. 005270

■ CLASSIFICATION PURPOSE

Under general supervision, to plan, assign, direct and supervise the work of a unit of social workers and other support staff; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Social Worker Supervisor is a first line supervisor class responsible for the work of a unit providing social services within the Health and Human Services Agency (HHSA). Social Work Supervisors generally report to a Social Services Administrator and are responsible for the day-to-day operation of a single unit, which may be comprised of professional social workers, aides and clerical staff. This class differs from Health and Human Services Administrator classes in that the latter are responsible for managing the activities of multiple units comprising a district section or a major program. This class differs from the Senior Social Work Supervisor in that the latter is the second-line supervisor with advanced knowledge obtained through graduate level course work in counseling therapy or social work.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, assigns, directs and reviews the work of a unit of social workers engaged in administering public welfare program services to adults and children.
2. Holds individual and/or group conferences to discuss general policies and to interpret rules, regulations or laws relating to social services.
3. Instruct workers in social work methods and techniques.
4. Establishes, maintains and reinforces department and professional social service expectations and standards.
5. Initiates progressive disciplinary processes.
6. Encourages the professional development of subordinates.
7. Trains and evaluates the performance of subordinates.
8. Makes decisions regarding allowances or services to be provided and changes in assistance or services.
9. Reviews and audits case records.
10. Accepts and acts upon complaint referrals.
11. Reviews decisions of subordinates regarding placement and supervision of children or adults.
12. Interprets programs to community groups.
13. Maintains and publishes records and reports.
14. Performs licensing activities for childcare and foster homes.
15. Arranges for the coverage of caseloads in the absence of subordinates.
16. Acts as liaison and coordinates activities with other agencies.
17. Participates in interviews with prospective social workers.

18. Coordinates and provides training to foster parents.
19. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles of supervision and training.
- Laws, rules and regulations governing the operation of public social service agencies.
- Policies and procedures of case management systems related to the provision of social services.
- Methods of assessing social service needs and developing/implementing case plans.
- Interviewing techniques.
- Functions and principles of public and private social services.
- Community resources.
- County customer service objectives and strategies.

Skills and Abilities to:

- Plan, organize, direct, and coordinate the work of subordinate staff and multiple functions.
- Establish work standards, review and monitor the work of others.
- Interpret departmental policies and procedures for employees and the public.
- Diagnose individual and family problems.
- Prepare concise, accurate reports and case summaries.
- Analyze data, draw conclusions and make decisions/recommendations.
- Direct and oversee the completion and maintenance of work records, logs, rosters and registers.
- Access, enter and retrieve automated departmental, local and statewide databases.
- Communicate effectively both orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Two (2) years of full time experience as a Social Worker III with the County of San Diego; OR:
2. A bachelor's degree from an accredited college or university which must have included at least 24 units of social science, behavioral science, or a closely related field, AND, three (3) years of progressively responsible social work experience in a recognized public social service agency, one (1) year of which included interviewing and assessing social service needs and developing/implementing service plans at the level equivalent to a Social Worker III in the County of San Diego; OR,
3. Seven (7) years of social casework or eligibility casework experience with public or private agency/organization; OR;
4. Seven (7) years of any combination of college level education and social services work experience as stated above.

Note: Completion of twenty four (24) semester units, or one (1) year, of graduate level course work from an accredited college or university in social work may be substituted for one year of experience.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Subject to occasional overtime, standby and emergency call back. Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

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Revised: January 31, 2006

Social Worker Supervisor (Class No. 005270)

Union Code: SS

Variable Entry: N